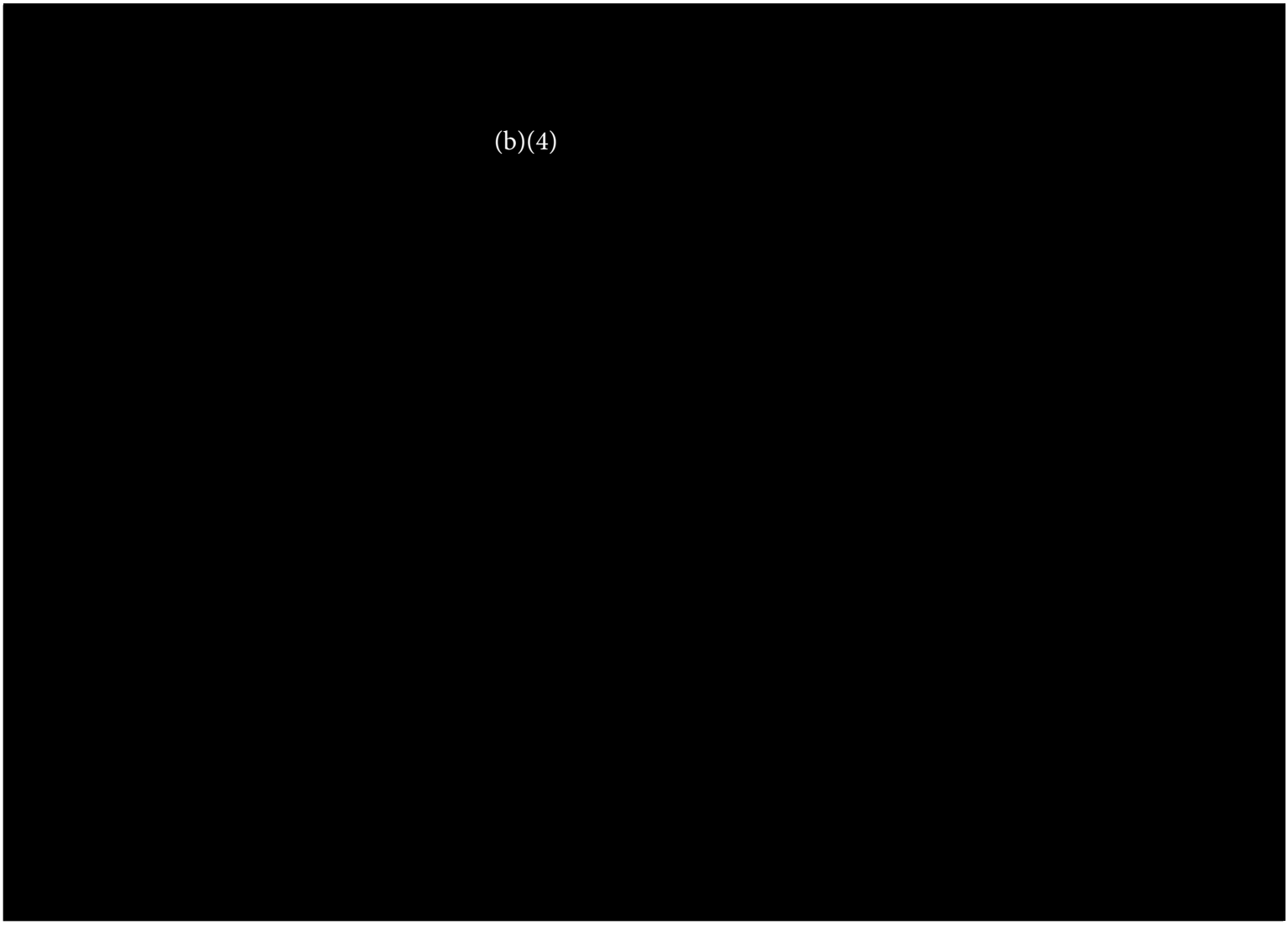

Statement of Work
Office of Citizen Services and Innovative Technologies (OCSIT)
U.S. General Services Administration (GSA)
USASearch Support Services

1.0 BACKGROUND

The General Services Administration (GSA), Office of Citizen Services and Innovative Technologies (OCSIT), is the sponsoring organization for USASearch. For over ten years, USASearch has transformed the public's search experience and saved government agencies valuable resources and money by providing hosted site search services for about 1,500 government websites, including operating the U.S. Government's official English- and Spanish-language search engines on USA.gov and GobiernoUSA.gov, respectively.

2.0 OBJECTIVES

To continue to successfully achieve its business objectives, USASearch requires the support of a qualified contractor to provide (1) professional search services and (2) hosting services.

3.0 CONTRACT TYPE

The government intends to award a task order that contains a time and materials contract line item number (CLIN) for professional services and a firm-fixed price CLIN for hosting services under the GSA, Federal Acquisition Service (FAS) 8A STARS II Governmentwide Acquisition Contract (GWAC), hereafter referred to as STARS II. The resulting task order will be executed in accordance with the contractor's STARS II contract.

There are two major CLINs: Professional Services and Hosting Services. Professional Services will be time and materials. Hosting Services will be firm-fixed price.

Other Direct Costs (ODCs) - STARS II provides provisions for long distance travel and other direct costs for each period of the Task. Costs incurred shall be burdened only with the appropriate indirect handling rate as specified in the schedules. Since these costs cannot be accurately forecast at this time, they are awarded on a cost reimbursable, non-fee-bearing basis. The contractor will be reimbursed for actual allowable costs. While the estimated amount identified represents the government's best estimates, the amounts obligated for these line items may be increased unilaterally by the government if such action is deemed advantageous. The ODCs will be approved by the government before they are incurred.

4.0 USASEARCH "AS-IS" COMPUTING ENVIRONMENT

USASearch is constantly reviewing, replacing, and upgrading its computing environment to support its Ruby on Rails (RoR), MySQL, ElasticSearch, and Solr software systems as well as its Internet operations on the web. See Figure 1 below for an overview of the system's major components and how they fit together.

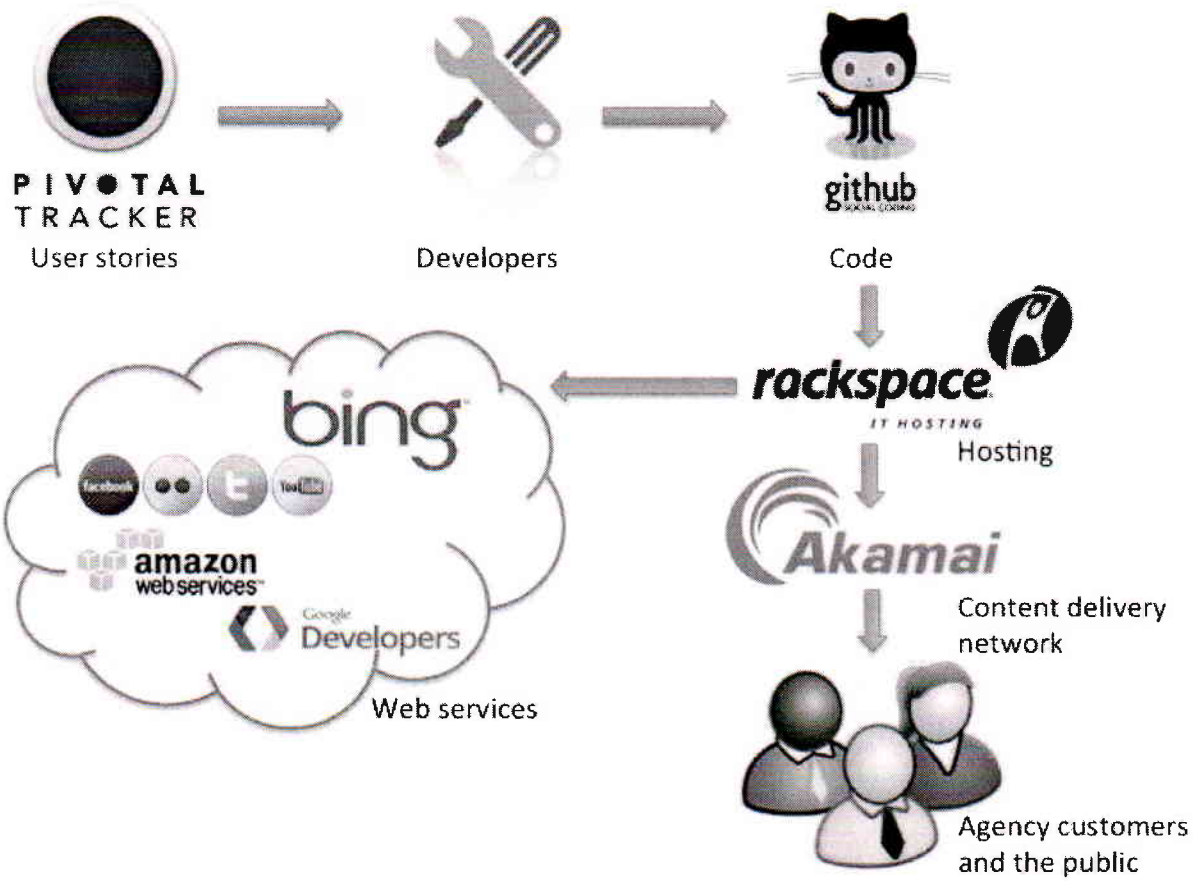

Figure 1. System overview

Currently, USASearch leverages Akamai* for its content delivery network, DNS failover, and distributed denial of service (DDoS) prevention to ensure a quick, reliable, and secure infrastructure. Specifically, when an agency customer or the public interacts with USASearch (via search.usa.gov, or an agency's masked domain), the traffic goes to Akamai. Akamai controls the DNS and routes the user to the closest Edge server and serves cached pages, if available.

The search services are hosted in a bare metal environment across two geographically distributed data centers. Traffic is multi-homed (that is, equally distributed) across the two data centers. Akamai sends users to the geographically closest data center. Static images and files are stored in a cloud environment (currently Rackspace Cloud and Amazon Web Services). See Figure 2 below for the notional system architecture of USASearch's data centers.

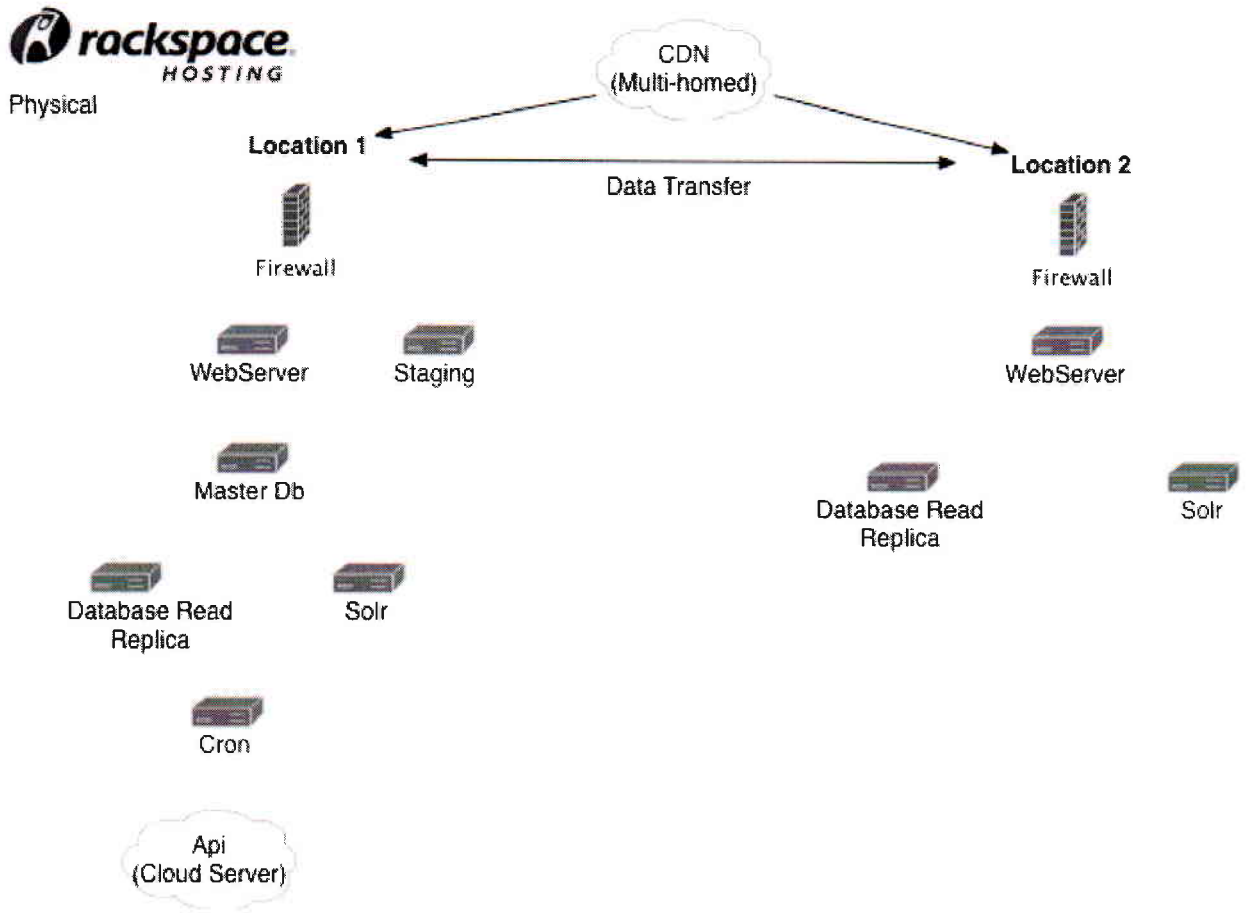

Figure 2. System architecture of USASearch's datacenters

4.1 Software

USASearch takes advantage of existing open-source software and free or low cost, commercial application programming interfaces (APIs) that best meets the needs and mission of GSA.

USASearch currently uses the Ruby on Rails open source web application framework and leverages about 100 RubyGems. USASearch compiles all web pages accessed by agency customers and the public through Rails. In addition to the Ruby framework, USASearch uses the following set of software to deliver its search service.

- **Web server—Apache with Phusion Passenger.** Apache handles DNS masking and allows USASearch to provide CNAMEs for agency customers (such as search.whitehouse.gov). The Apache logs are written directly into Hadoop for analytics.
- **Database—MySQL.** The MySQL databases handle agency customers' search configurations. It holds the editorial content entered by USASearch editors and agency customers. It also serves as a temporary repository for the analytics from the Hadoop. Various users view the database information through Rails depending on their role. For example, USASearch editors edit the database directly through a web-based view of active scaffold, agency customers edit database entries (such as Domains, Best Bets, etc.) through a web frontend, and searchers

see the database information served on the search results pages (such as related searches and type-ahead suggestions).

- **Search platforms—ElasticSearch and Solr.** ElasticSearch and Solr handle USASearch's various database indexes (e.g., jobs, recalls, RSS feeds, editorial Best Bets, and social media). It also handles USASearch's web index of unique pages that aren't in the commercial web indexes.
- **Background jobs—Resque.** Resque creates all background jobs. It handles all asynchronous jobs that take too long to be processed as part of a web request. It also splits up work into pieces so that many workers can process the pieces (such as USASearch's process for fetching and indexing pages for its web index).
- **Distributed data processing—HDFS/Hadoop/Hive/Hue and BigQuery.** Hadoop handles all transactions that flow through the system. Hadoop powers all the analytics, including the what-you-see-is-what-you-get (WYSIWIG) analytics for agency customers in the Admin Center, the type-ahead suggestions presented to searchers on the results pages, and on-demand analytics for USASearch administrators in Hue. BigQuery allows agency customers to conduct ad hoc, interactive analyses over millions of search queries within seconds.

The Rails application creates web pages from the MySQL database and ElasticSearch and Solr indexes. In addition, to provide an index of the government web (from all levels of government—federal, state, local, tribal, and territorial) and other government content sources, USASearch uses a host of external information resources, management tools, and web services to ensure a breadth and depth of coverage and appropriate presentation.

- Commercial web indexes—Microsoft Bing and Google Site Search
- Social media indexes—Flickr, Twitter, and YouTube
- Cloud hosting—Rackspace Cloud and Amazon Web Services
- Thesaurus management—TemaTres
- Geolocation—MaxMind
- Data visualizations—Google Charts

The code and test cases documenting how the software and indexes work to deliver the search service are at https://github.com/GSA-OCSIT/, including the recalls and jobs APIs and the open source code for them.

Core to the success of USASearch is its use of agile methodology and test-driven development. USASearch organizes and prioritizes its work into four types of user stories.

- Milestones—Delimit a set of features, chores, and bugs representing a large release of new functionality to Admin Center users (i.e., agency customers) or end users (i.e., the public).
- Features—Provide verifiable business value to the users.
- Chores—Provide necessary functionality, but with no direct, obvious value to the customer.
- Bugs—Fix unintended behavior.

Summaries of recent weekly iterations—broken down by bugs, chores, and features—can be found in the release notes at http://usasearch.howto.gov/tagged/releases.

Three integrated software tools support the program's agile development process.

- Project management—PivotalTracker
- Software hosting and test cases—GitHub

- Application error detection—Airbrake

USASearch also closely monitors its service availability and usage using several monitoring tools.

- Anti-spam service—reCAPTCHA
- Cross-browser compatibility—Sauce Labs
- Infrastructure and website monitoring—Uptrends*, Nagios, NewRelic, Pingdom, notifications from the hosting provider
- Stress tests—AlertSite*
- Vulnerability scans—Nessus*, Open Web Application Security Project (OWASP)*
- Analytics—Google Analytics*, WebTrends*

To provide support to its government agency customers, USASearch currently uses Highrise, ZenDesk, and Grasshopper as its primary customer relationship management tools. USASearch uses Github pages for its public-facing website content at http://usasearch.howto.gov, including a How To Manual for agency customers.

Note: USASearch uses the third-party software marked with an asterisk (*) above, but other GSA programs are responsible for their licensing and management. Contractor shall be responsible for coordinating with the other GSA programs to ensure USASearch leverages the software.

4.2 Hardware

Hardware is split across the production and staging environments. The staging server runs the full complement of the software services found in the production environment.

The primary, core machines are physical machines with Redhat 6 64-Bit operating systems. Each server has redundant power supplies and internal disk storage. The standard drive partitioning for the machines is /boot - 100 MB, /swap - 1024 MB, /tmp - 2048 MB, / - remainder. All machines sit behind Cisco ASA 5505 Sec+/VPN firewalls with a throughput of 150 Mbps.

A few ancillary services (such as the ElasticSearch indexes for jobs and recalls) are run off of a virtual machine.

As shown in Figure 2, the environment consists of 10 servers with the following roles and configurations.

Primary Datacenter

Web Server
64 GB DELL RAM, GB Memory: 64
2x 300GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 300
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Master Database
64 GB DELL RAM, GB Memory: 64
4 x 600GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 600
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, #Processors: 2, #Cores per Proc: 6

Read Replica Database
64 GB DELL RAM, GB Memory: 64
2 x 600GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 600
2 x 2TB SAS 7.2K RPM Drive, HDD RPM: 7200, GB Hard Drive: 2048
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Cron
64 GB DELL RAM, GB Memory: 64
2 x 2TB SAS 7.2K RPM Drive, HDD RPM: 7200, GB Hard Drive: 2048
2 x 300GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 300
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Solr
64 GB DELL RAM, GB Memory: 64
2 x 300GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 300
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Staging
64 GB DELL RAM, GB Memory: 64
2 x 2TB SAS 7.2K RPM Drive, HDD RPM: 7200, GB Hard Drive: 2048
2 x 300GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 300
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Api Cloud Server
2.0 GB RAM
80 GB Disk

Secondary Datacenter

Web Server
64 GB DELL RAM, GB Memory: 64
2 x 300GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 300
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Read Replica Database
64 GB DELL RAM, GB Memory: 64
2 x 600GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 600
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

Solr
64 GB DELL RAM, GB Memory: 64
2 x 300GB SAS 15K RPM (6 Gb/s) Drive, HDD RPM: 15000, GB Hard Drive: 300
Dual Socket Six Core Intel Xeon E5-2640 2.5GHz, Processors: 2, Cores per Proc: 6

5.0 SCOPE OF WORK

USASearch's primary goals follow.

- Develop *core search services* using an agile methodology and test- and data-driven approach to its search strategy, roadmap, development, and support.
- Develop *unique government content sources* by using commercial search indexes, application programming interfaces, RSS feeds, editorially-created content, agency customer-submitted information, and other discovery tools and methods.
- *Share the core search services and content sources* to serve GSA/OCSIT organizational goals by serving government website searchers' goals on USA.gov (English) and GobiernoUSA.gov (Spanish), and customers' government websites.
- Develop and share *search analytics* to support and drive approaches for the above three goals.

The scope of this acquisition covers both the professional and hosting services required to support USASearch and OCSIT in planning and achieving their goals.

USASearch creates and maintains the search service on U.S. Government websites including: USA.gov, GobiernoUSA.gov, and over 1,500 federal, state, local, tribal, and territorial government websites, including the following sites, among others.

- Federal—Social Security Administration, U.S. Courts, White House, and the departments of Agriculture, Commerce, Defense, Homeland Security, HUD, Interior, and Labor;
- State—The state websites of Hawaii, Kansas, Louisiana, Maine, Michigan, North Carolina, Rhode Island, and Washington;
- Local—Broward County, FL, and the cities of Bloomington, MN, Boulder, CO, and Reno, NV.

The four key aspects of the search service follow.

5.1 Search results

The search service shall deliver search results on agency websites. Three methods of delivering search results are supported.

- Most search results are hosted at search.usa.gov/search?affiliate=agency. Example: Defense.gov.
- Some agencies use the hosted results, but opt to mask their domains for search.agency.gov. Example: WhiteHouse.gov.
- A few agencies opt to use an API. JSON, JSON-P, and XML are supported. Example: RI.gov.

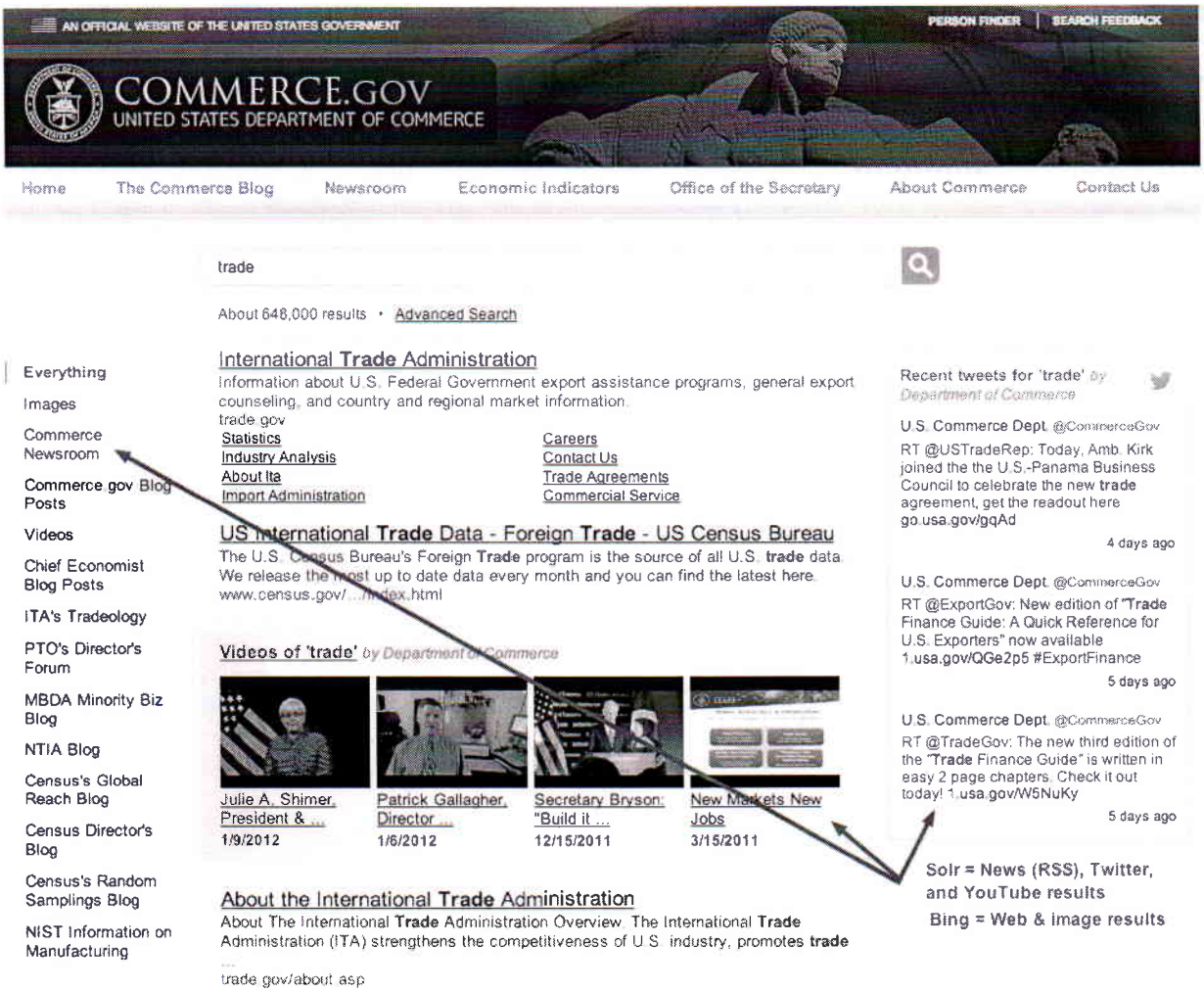

Figure 3. Sample hosted search results page on Commerce.gov with the index sources for select results highlighted

Search results are rendered from USASearch's ElasticSearch and Solr indexes, USASearch's web index, and the commercial web indexes. USASearch's web index supplements the commercial web indexes to ensure 100 percent recall, especially for smaller websites that don't have good coverage in the commercial indexes. USASearch doesn't crawl government websites except in very limited circumstances. USASearch instead fetches agencies' specific URLs through one of three mechanisms, a Javascript tag on agencies' webpages, XML sitemaps, or manual upload to the Admin Center.

5.2 Admin Center

The search service shall support configuration and customization by agency customers. A self-service, web-based console allows customers to add, delete, and modify sites. For each site, it allows them to specify their content sources (e.g., domains, URLs, RSS, social media, best bets) and customize the look and feel of the results page. It also provides access to their search analytics (via a WYSIWIG interface or secure FTP).

Detailed descriptions of how the features in the Admin Center work are in the How To Manual at http://usasearch.howto.gov/tagged/how-to.

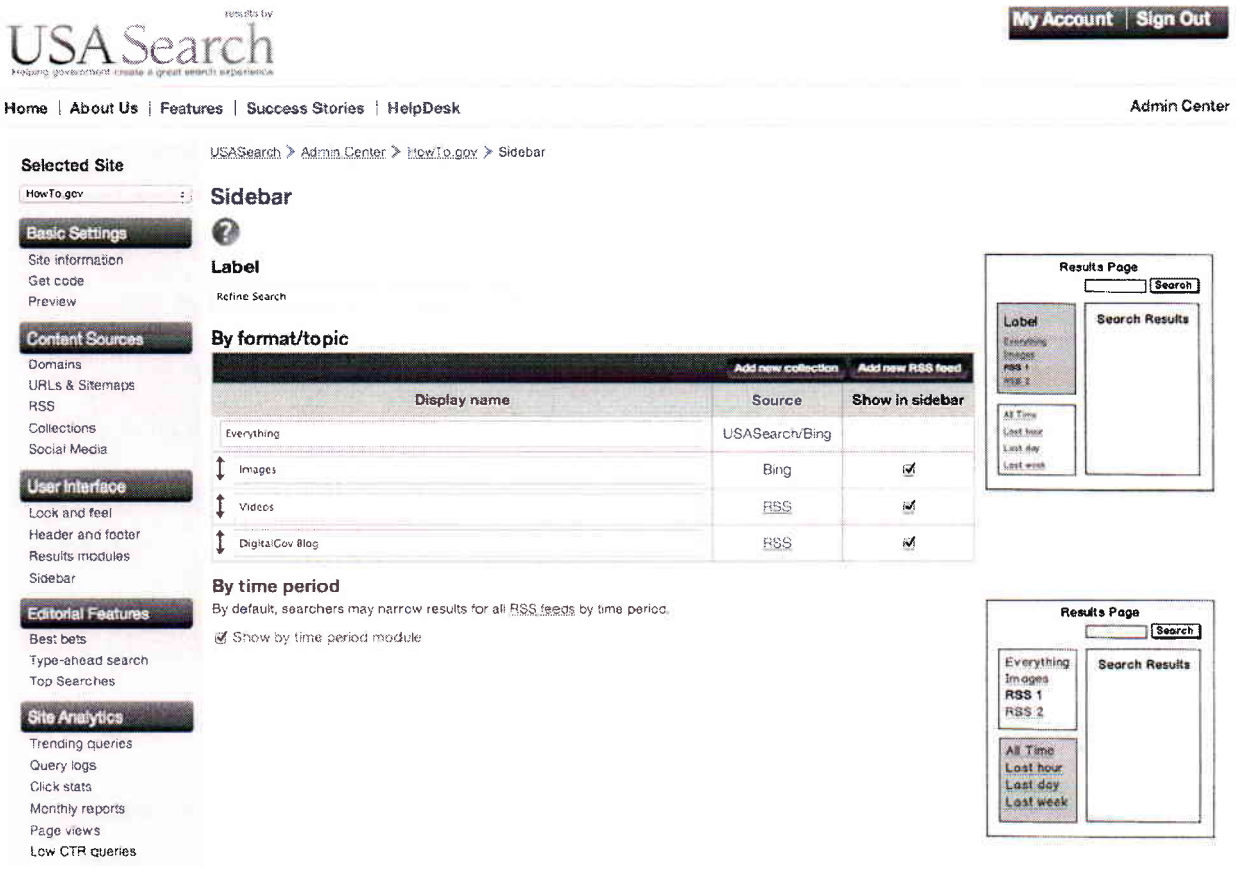

Figure 4. Sample Admin Center page showing how HowTo.gov staff can configure the left-hand facets on their search results page

5.3 Search analytics

The search service shall use search analytics to deliver site-specific, relevant search results, such as through real-time type-ahead suggestions and related searches. It also shall provide the USASearch Program manager and OCSIT managers with reports and ad hoc data analyses to assist them in managing the program. It also shall provide reports to agency customers to inform the management of their websites and search configurations.

5.4 Super Admin

The search service shall support configuration and customization by the USASearch program manager and editors. A self-service, web-based console allows OCSIT users to manage cross-agency settings, such as user management, type-ahead misspellings, and feature usage reports, among others.

6.0 TASKS AND DELIVERABLES

6.1 Tasks

The successful contractor is expected to maintain the as-is solution—to include the as-is computing environment, software, and toolsets and equivalent or superior hosted hardware—for a period of time during the transition. The

transition is expected to occur over six (6) weeks. USASearch will provide the successful contractor with an up-to-date list of the software (including versions) and hardware at the time of award.

The contractor shall continually work to enhance and improve USASearch's commercial-grade search service and to expand the number of government agencies using its service. It is a goal of OCSIT to continuously improve the public's access to government information and services via search with the contractor supporting OCSIT in achieving this goal.

Using an agile methodology and test-driven development, the contractor shall provide a team of search professionals and hosting services to accomplish the following tasks.

1. Assist in developing a strategic roadmap and identifying the features to be developed during each quarterly iteration. As USASearch is a program within OCSIT, the USASearch Program Manager will approve all strategies and features presented on the quarterly product roadmaps.
2. Complete milestones, as approved by the USASearch Program Manager in the roadmap.
3. Assist in prioritizing, assigning, and accepting stories during weekly iteration planning sessions and daily scrums. The USASearch Program Manager, or designated representative, will confirm the stories to be worked on each week.
4. Complete incremental feature enhancements, bug fixes, and chores required to operate and maintain system capabilities and to support progress toward milestones using:
    a. Project management (currently PivotalTracker) to assist the USASearch Program Manager in tracking, prioritizing, and accepting stories.
    b. Configuration management (currently GitHub) to provide reporting and the ability to rollback, as determined to be needed by the USASearch Program Manager.
    c. Error detection (currently Airbrake).
    d. Programmers shall write and pass tests for all code before checking it into the code base. All code shall then be summarized in a build checklist and approved by the USASearch Program Manager, or designated representative, in staging before being pushed to production.
5. Assist in managing USASearch's index of government content from all levels of government to provide relevant, complete (i.e., recall) and quality (i.e., precision) search results, including but not limited to:
    a. Commercial web indexes (currently Microsoft Bing API and Google Site Search) scoped to government and other authoritative websites, as determined by USASearch editors. Assist in sending a list of scoped URLs to Microsoft each quarter.
    b. Government or other authoritative datasets, APIs, or feeds, as determined by USASearch editors.
    c. Original content created by USASearch.
    d. Original content provided by USA.gov, GobiernoUSA.gov, or agency customers.
6. Ensure non-obsolescence by continually implementing innovative, market-driven solutions and enhancements to its algorithms and system infrastructure so that USASearch is able to respond to changes affecting the search industry.
7. Manage the network, hardware, and software environments to ensure a secure, reliable, and scalable system—including monitoring system components and troubleshooting problems—to meet USASearch's obligations as a mission critical system and with its customers. As determined by OCSIT's third-party monitoring tools, the contractor shall meet OCSIT's performance metrics, including but not limited to:
    a. Maintain 95th percentile latency for searchers' queries at less than 750 milliseconds and for type-ahead suggestions at less than 50 milliseconds.
    b. Maintain 95th percentile latency for administrators' changes in the Admin Center and Super Admin to be reflected on results pages at less than three seconds.
    c. Maintain at least 99.95% uptime or higher availability.
    d. Reflect current analytics data on results pages (such as in type-ahead suggestions) and in the Admin Center and Super Admin at least every 30 minutes or less.

e Perform work related to planned outages, such as for production pushes, outside of the core business hours between 8:30 a.m. and 6:00 p.m. Eastern Time (ET), or as negotiated. Ensure non-database deployments take less than one minute.
f Respond to unplanned outages within 30 minutes between 6 a.m. and 10 p.m.ET, or as negotiated. Any nighttime outages shall be responded to by 6:30 a.m. ET.
g Coordinate third-party annual stress tests with OCSIT's technical team and remediate any critical issues, as determined by the USASearch Program Manager, within 60 days.

8 Contractor shall provide three logically isolated environments—(1) development; (2) staging (representative of the production environment); and (3) production—to support development, integration, acceptance testing, troubleshooting, and all pre-production, as well as production, activities. The contractor shall provide architecture for evaluation in their submissions. All components and functions of the existing, as-is computing environment shall be addressed, including: firewalls, intrusion detection, network, authentication, software, hardware, development, staging, and production environments, remote access, scanning, patching, and disaster recovery.

9 Comply and integrate with OCSIT operational procedures and requirements, including but not limited to, reporting usage data in support of OCSIT touchpoints reports and status to the OCSIT Enterprise Review Board.

10 Comply with the laws, regulations, OMB policies, and other directives that apply to federal public websites of U.S. executive branch agencies as described at http://howto.gov/web-content/requirements-and-best-practices/laws-and-regulations, including but not limited to Section 508 of the Rehabilitation Act, and plain language.

11 Meet certification and accreditation (C&A) requirements, including but not limited to:
a Ensuring all contractors accessing the system are HSPD-12 certified.
b Providing reports on different aspects of the system to the OCSIT's security team upon request. This includes access control lists, plan of action and milestones , contingency plans, contingency test plans and results, business impact analyses, privacy impact assessments, and other documents required by the C&A process and during the year as reports come due.
c Reporting security incidents following the OCSIT's rules and procedure.
d Coordinating with and supporting data calls from OCSIT's security team to renew the C&A for USASearch within the specified timeframe in accordance with NIST 800-53 and be prepared to accredit through FedRAMP. See http://csrc.nist.gov/publications/PubsSPs.html, specifically SP 800-37, for an overview of the C&A process.
e Coordinating monthly scans on the operating system, application, and databases with OCSIT's security team. Scans are currently conducted by an outside third party. The contractor shall provide appropriate mechanisms to enable the scanning and remediate any highs within 30 days and mediums within 60 days.

12 As opportunities are identified, open source the USASearch code (e.g., the jobs and recalls code on USASearch's Github account) and contribute forked code to other projects to show leadership in open government and technology. All code and intellectual property developed in support of this order is owned in whole by the government and shall be titled as such.

13 Provide editorial support to USASearch Editors, including but not limited to:
a Maintaining the list of government domains, segmented by federal, state, local, tribal and territorial.
b Maintaining type-ahead filters and misspellings.
c Analyzing search query data and conducting research (such as identifying authoritative government datasets) in support of new feature development.
d Creating wireframes for the search results page and Admin Center.
e Testing stories.
f Writing help documentation.

14 Provide customer service support to potential and current customers, as approved by the USASearch Program Manager, including but not limited to:
a Assisting the USASearch Program Manager in phone and email outreach to federal, state, local, tribal, and territorial governments to market the service.
b Assisting the USASearch Program Manager in outreach and support at conferences, webinars, and other venues and via social media.

c Notifying customers of new USASearch features or other pertinent information via email on a regular basis.

d Responding to potential and current customers' support questions (currently submitted via phone and email), providing an initial response within one (1) business day and resolving the questions in timely manner or as negotiated.

All written communication with agency customers and the public shall be written using plain language.

15 Submit monthly performance metrics to support OCSIT's reporting on its service to the public. The government will assist in determining the appropriate metrics included in the report.

16 Submit a monthly status report. The government will assist in determining the appropriate information included in the report.

Up to eight (8) weeks before the end of the period of performance, the successful contractor shall document and provide support for transition of services to another environment, if applicable.

6.2 Deliverables

The contractor shall provide one (1) electronic version of each deliverable submitted to the contracting officer's representative COR. The government will have ten (10) business days, to review, accept or reject all deliverables. The contractor shall address any comments made by the government and shall submit a revised deliverable within five (5) business days after the receipt of the comments/rejection, unless a further time extension for incorporating the comments is approved by the contracting officer's representative (COR).

#	Reference	Title	Initial	Subsequent
	4.0	As-is computing environment, source code, software, and toolsets supported	Within 14 calendar days after award	n/a
	6.1.8	Development, staging, and production hosting environments ready	Within 14 calendar days after award	n/a
	6.1.1	Strategic Roadmap	Within 3 months of award	Quarterly
	6.1.2	Four milestones	Within 3 months of award	Quarterly
	6.1.3	Scrum calls	Within 7 calendar days after award	Daily
	6.1.4	Weekly iteration planning sessions	Within 7 calendar days after award	Weekly
	6.1.4	Incremental feature enhancements, bug fixes, and chores and production pushes	Within 21 calendar days after award	As required

	6.1.4	Source code	Within 7 calendar days after update	Ongoing
	6.1.5	List of Scoped URLs	Quarterly	Quarterly, according to Microsoft Bing schedule
	6.1.16	Monthly performance metrics	Monthly	By the 10th of every month, with the invoice
	6.1.17	Monthly status report	Monthly	By the 10th of every month, with the invoice
	15.3	Monthly invoice	Monthly	By the 10th of every month

7.0 TECHNICAL REQUIREMENTS

7.1 Core Professional Services

The contractor's staff shall possess the combination of knowledge, specialized skills and abilities to assist the government in achieving USASearch's goals and objectives and in meeting its federal regulatory and policy requirements.

The contractor shall provide a core team of senior, specialized professionals (each with at least 15 years of search-specific experience) in support of USASearch. This core team shall support all research, development, and engineering, operations and maintenance, and customer service required to meet USASearch's goals and objectives.

The contractor may provide junior professionals to support its core team of senior professionals for specific functions as practical. These junior professionals shall each have at least 2 to 5 years of search-applicable professional experience (such as user experience, graphic design, or library science).

The contractor shall provide people who are comfortable working with a geographically distributed team and who can leverage the existing tools (or contractor proposed equivalent or superior tools) used by the program. The government will choose from the tools above (or contractor proposed equivalent or superior) based on its needs at the time of award.

These professional services shall provide the best value to government and provide the flexibility to meet current and future USASearch requirements.

7.2 Hosting Services

The USASearch Program requires a scalable, highly available search infrastructure.

The contractor shall provide a cloud-based hosting solution based on current and evolving industry standards and best practices over the period of performance. The cloud-based hosting solution shall provide the best value to government and provide the flexibility to meet current and future USASearch requirements.

The cloud-based hosting solution shall meet all requirements set forth in this section. The contractor's technical quotation shall describe its methods of compliance with these requirements in accordance with the Service Level Agreement (SLA) established in its GSA STARS II contract.

Operations management and support for the hosting services are within the scope of the contractor's STARS II contract and shall be accomplished via the contractor's STARS II labor categories, rates, and hours as proposed for this task order.

The following defines the specific requirements of this task order.

7.2.1 Production Environment
The contractor shall provide a production environment with an initial requirement that includes the full integration with the tools above (or contractor proposed equivalent or superior), and that allows for the flexibility to change from these tools to others as technology changes over the period of performance.

The contractor shall provide an effective solution that utilizes industry standards and best practices to meet the requirements of USASearch staff, Admin Center agency customers, application developers, and end users (the public) to ensure a stable, cost effective, flexible, and elastic environment for both the applications and infrastructure, both under normal operations and under duress. The solution shall provide the flexibility to accommodate any future open platform and open source needs.

The contractor shall develop and provide a performance reporting mechanism to allow USASearch to track its performance. Metrics to be tracked include, but are not limited to:

- Service latency (i.e., speed of delivering search results)
- Service uptime
- Service availability for USASearch staff, Admin Center agency customers, and public end users
- Number and duration of outages due to incidents (unplanned unavailability)
- Number and duration of outages due to planned unavailability
- Proportion of information security risks for which satisfactory controls have been fully implemented
- Time lag between detection, reporting, and acting upon security incidents
- Number of incidents per developed application

7.2.2 Staging Environment
The contractor shall provide a staging environment with an initial requirement that includes the full integration with the tools above (or contractor proposed equivalent or superior), and that allows for the flexibility to change from these tools to others as technology changes over the period of performance.

The contractor shall provide an effective solution that utilizes industry standards and best practices to meet the requirements of application developers to ensure that new releases of code into the environment are tested in a manner that is representative of the production environment, and ensure that no conflicts or performance issues occur. The solution shall be flexible to accommodate any future open platform and open source needs.

The contractor shall develop and provide a performance reporting mechanism to allow USASearch to track its performance. Metrics to be tracked include, but are not limited to:

- Service uptime
- Service availability for USASearch staff, developers, and other testers

7.2.3 Development Environment
The contractor shall provide a development environment with an initial requirement that supports application developers in deploying tested and validated code (currently via GitHub) to the staging environment, and that allows for the flexibility to change from these tools to others as technology changes over the period of performance.

The contractor shall provide an effective solution that utilizes industry standards and best practices to meet the requirements of application developers to ensure that a platform exists to develop and test applications. The solution shall be flexible to accommodate any future open platform and open source needs.

7.2.4 Scalable Infrastructure and Service Delivery
The contractor shall provide a scalable infrastructure and service delivery to meet or exceed the minimum capacity requirements to serve the needs of USASearch staff, Admin Center agency customers, application developers, and public end users.

The following is the benchmark of the volume of USA.gov, GobiernoUSA.gov, and customer sites, which shall be supported by the search infrastructure.

- 3.5 million dynamic search queries per day (for web and image results, RSS results and other ElasticSearch and Solr results, type-ahead suggestions, and API results)
- 5 million discovery tag page loads per day
- 400ms response times
- 10 million bits per second traffic
- Sustained peaks of 10 times these numbers without performance degradation

This does not include ancillary services, such real-time analytics for Admin Center agency customers, but provides the contractor a better understanding of the services that currently exist within USASearch. In addition, the required integration with a third party content delivery network (currently Akamai) shall reduce the volume of traffic to front end content delivery servers.

The contractor shall provide a baseline of the USASearch environment at the time of delivery. The contractor shall continue to develop and refine the infrastructure in accordance with emerging requirements and evolving technology specifications as required. The contractor shall be expected to perform continuous load testing to ensure infrastructure load balancing and efficiencies.

8.0 PERIOD AND PLACE OF PERFORMANCE

The period of performance will be a one year base period, with four one-year option periods. The government reserves the right not to exercise any option period. Work to complete the tasks will commence on date of award with approval by OCSIT and the Contracting Officer.

The contractor shall perform work off-site and at GSA, Office of Citizen Services and Innovative Technologies, at 1800 F Street NW, Washington, D.C. The government will provide the necessary resources, equipment and workspace for the contractor while working on-site. Contractor personnel should be available if needed during customer agency normal core operating hours, nominally 8:30 a.m. to 6:00 p.m. Eastern Time. Core hours may be adjusted with the approval of the government project manager and government Contracting Officer.

9.0 PLACE OF DELIVERY

The contractor shall deliver all work to the GSA, Office of Citizen Services and Innovative Technologies at 1800 F Streets, NW Washington, DC 20405
(depending on government office return date to 1800 F Streets, Washington, DC 20405).

10.0 PERSONNEL

10.1 Assignments

When hiring, the contract project manager shall consult with the Contracting Officer's Technical Representative (COR) on the appropriate qualifications and experience consistent with the contract labor category descriptions and the then-current requirements. The contractor shall not proceed with the assignment of individuals to this contract without the Contracting Officer's and the COR's concurrence.

10.2 Resumes

Personnel resumes on this task order must be approved by the government's Contracting Officer and the COR to certify that the labor category requirements are met. Resumes and references will be approved before personnel can perform on this task order.

10.3 Substitutions

Key personnel in key positions (i.e., the core team in section 7.1 above) may be substituted with individuals providing that the following criteria are met: the contractor shall provide 2 weeks' notice, provide resumes and references of replacements with same skill sets, education, certifications, or better. Approval for substitution of key personnel will be received from the Contracting Officer and the COR.

11.0 OTHER DIRECT COSTS (ODCs)

All ODCs are subject to prior approval in writing by the COR.

11.1 Materials

Hardware, Software, and Tools requirements may occur during this period of performance. Since these costs cannot be accurately forecast at this time, they are awarded on a cost reimbursable basis, after approval of the government. In the event that Hardware/Software/Tools are required, all requests must be approved in writing by the COR prior to incurring costs.

All requests for materials will be included in task orders and approved in writing by the COR and the Contracting Officer prior to incurring costs.

11.2 Travel

In the event that travel outside the Washington, DC-Metropolitan Area is required; the government will reimburse the contractor for all essential official travel expenses approved in accordance with Federal regulations (see Federal Acquisition Regulation 31.205-46 – Travel Costs). Local travel in the Washington, DC Metropolitan Area will not be paid. Travel outside the DC Metropolitan Area must be approved by the government.

The contractor shall submit travel requests to the COR for approval at least one (1) week in advance of travel. The contractor shall submit travel expenses for reimbursement on an incident basis, separate from invoices for services, within one week after travel.

Should long distance travel be required, overhead and G&A expenses are allowable and subject to approval by the COR and government Contracting Officer.

12.0 COMPLIANCE REQUIREMENTS

12.1 Section 508 Compliance Requirements

All electronic and information technology (EIT) procured through this Contract **must** meet the applicable accessibility standards at 36 CFR Part 1194, unless an agency exception to this requirement exists. The 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended and can be found at http://www/access-board.gov. All deliverables will be Section 508 compliant.

12.2 Security - Unclassified

The Federal Acquisition Regulation (FAR) Council requires that all federal entities ensure that all contractors have current and approved security background investigations that are equivalent to investigations performed on Federal employees. As outlined in CIO P 2100.1H (September 24, 2012)– GSA Information Technology Security Policy, Standard Operating Procedure for GSA HSPD-12, Personnel Security Process dated November 18, 2005, and the Homeland Security Presidential Directive – 12 (HSPD-12). The following is required.

Briefly, GSA's guidance states:

Effective October 27, 2005, all new GSA associates and contract employees must have a National Agency Check with written Inquiries (NACI); National Agency Check with written Inquiries and Credit (NACIC) for contract employees; or equivalent investigation initiated. Successful results from the FBI National Criminal History Check (i.e. fingerprint check) portion of the NACI/NACIC must be received for issuance of an identity credential for access to GSA facilities and IT systems.

The contractor shall obtain approved background investigations to accomplish its support to GSA. Contractor personnel shall be required to have the appropriate level of investigation and/or security clearance for each selected site and information system. Contractor personnel shall also be required to submit a Request for User ID when access is required to a government computer, to include the submission of proof, to GSA, that a favorable National Agency Check has been completed. The contractor may be required to have access to live data and/or sensitive information and resources during performance of this authorized access to such information and shall be required to sign a non-disclosure agreement. The contractor shall observe and comply with the security provisions in effect at each selected site. Any required identification badges shall be worn and displayed at all times. Contractor personnel shall submit a Request for Deletion of User ID when access in no longer required.

The results of these clearances must be provided to the Federal Government ISSM or ISSO upon request, but consistent with maintaining privacy of the individuals. All personnel with access to root or pseudo root access of servers and data base administrators must meet these requirements.

In accordance with Homeland Security Presidential Directive 12 (HSPD-12), OMB M-11-11, and GSA Order CIO 2182.1, all products and/or services proposed by the vendor that contain a mechanism for identifying and/or authenticating users attempting to gain access to a protected network or gain remote access to a hypervisor shall fully support the use of FIPS201 Personal Identity Verification (PIV) credentials. Furthermore, all such authentication mechanisms shall validate all PIV credentials (in real-time to ensure they have not been revoked) prior to granting access to any user. In this respect, the vendor shall ensure that any user who attempts to authenticate with expired or revoked PIV credentials will be denied access.

12.3 Privacy Requirements

In accordance with the Federal Acquisitions Regulations (FAR) clause 52.239-1, the contractor shall be responsible for the following privacy and security safeguards:

- The contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the contractor under this contract or otherwise provided by the government.
- To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public government data collected and stored by the contractor, the contractor shall afford the government access to the contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases.
- If new or unanticipated threats or hazards are discovered by either the government or the contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

The contractor shall also follow the privacy policies of USA.gov and associated websites, especially with regard to cookies. The contractor shall not set persistent cookies on users' computers unless approved by the USASearch Program Manager. The contractor may set per-session cookies.

13.0 SPECIAL INSTRUCTIONS

13.1 Contractor Furnished Equipment

All on-site individuals participating in providing services on-site are required, while clearances are being processed, to arrive at GSA with a working laptop that has the Microsoft Office Suite (Word, Excel and PowerPoint) a wireless card and account, and an email account (corporate or free) for use while their clearances are being processed. It is a requirement that these resources be available to the person until their clearances are completed. The clearance process can range from two weeks to several months. Once clearances are completed, if access to the GSA network is required, a federal government laptop will be provided. Only federal government laptops may be plugged in the GSA networks. However, contractors may use corporate or personal laptops within the building to access the Internet via wireless capabilities. On-site personnel are required to arrive at GSA with their own laptop resources.

13.2 Procedures for Payment (Invoices)

Billing and payment shall be accomplished in accordance with the GSA Schedule contract and task order For the fixed priced hosting services, the contractor shall invoice equal monthly payments beginning at the end of the first month that services are provided.

- The contractor shall submit an original invoice for payment to GSA Financial Operations & Disbursement Division.
- A duplicate invoice with supporting documentation is sent to the COR who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents any price deductions. The COR will then certify (using the COR stamp) and provide signature indicating that the invoice is valid for payment. A Receiving Report must be completed authorizing the GSA's payment office to process payment of the invoice. The Receiving Report must be accompanied by a copy of the government's document/documents accepting the covered services. Invoices are authorized for payment upon the government's receipt and acceptance of deliverables specified in the delivery order and the receipt of a valid invoice.

13.3 Submission of Invoices

Invoices will be submitted no later than the 10th calendar day of the month following performance and must be accompanied by all status reports submitted during that period. The COR must receive a copy of the invoice and all supporting documentation before or at the same time as the GSA Finance Office.

Invoices are authorized for payment upon the government's receipt and acceptance of deliverables specified in the contract and the receipt of a valid invoice. Invoices, to be proper and payable, must include the following information:

-Name and address of the contractor;
-Invoice date and number;
-Contract Number, Order Number and Pegasys Document Number (Block 4 on GSA Form 300), any contract line item numbers, and the project title, *OCSIT USASearch Support Services;*
-Description of the services provided including quantity, unit of measure, unit price and extended price of the item(s) delivered; period of service and/or dates that services were provided, etc;
-Name and address of official to whom payment is to be sent;
-Name, title, and phone number of person to be notified in event of a defective invoice; and
-Taxpayer Identification Number (TIN). The contractor shall include its TIN on the invoice only if required elsewhere in this contract.

Please Note: Failure to send both copies as indicated below could delay your payment.

- The contractor **shall submit an** original invoice **for payment to** GSA Financial Operations & Disbursement Division.
  GSA Financial Operations & Disbursement Division (Payment Office)
  1500 E. Bannister Road, Room 1011
  Kansas City, MO 64141

- A duplicate invoice with supporting documentation is sent to the Contracting Officer's Representative (COR) who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents any price deductions. The COR will then sign the invoice and complete the Receiving Report to authorize the GSA's payment office to process payment of the invoices.

  Ammie Farraj Feijoo
  USASearch Program Manager
  Office of Citizen Services and Innovative Technologies
  1800 F Streets, NW Washington, DC 20405
  Washington, DC 20405)
  (Voice) 202-219-1437
  (Email) ammie.farrajfeijoo@gsa.gov

- Each invoice must be broken down into two parts with an aggregate total.
  - Invoicing for Hosting Services—shall indicate the associated CLIN and dollar amount invoiced.
  - Invoicing for STARS II Labor Hours—shall indicate the associated CLIN and dollar amount invoiced. Supporting documentation must include: labor categories, rates, and hours expended for the billing period; contractor employee name; total cumulative hours to date and dollar amount for contractor employees.

When 80% of the dollar limit for this order has been reached, the contractor shall notify the CO and COR, by email and in writing, that the ordering activity is approaching the 80% threshold. The contractor shall not bill beyond the approved dollar threshold.

14.0 GENERAL REQUIREMENTS

14.1 Place of Inspection and Acceptance

Inspection and acceptance of all work performance, reports and other deliverables under this task order must be performed by the program office.

14.2 Scope of Inspection

14.2.1. All deliverables will be inspected for content, completeness, accuracy, and conformance to task order requirements by the PM. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the task order. The scope and nature of this testing must be negotiated prior to task order award and shall be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

14.2.2. The government requires a period not to exceed thirty (30) days after receipt of final deliverable items for inspection and acceptance or rejection.

14.3 Basis of Acceptance

The basis for acceptance shall be compliance with the requirements set forth in the statement of work (SOW), the task order, the contractor's quote and other terms and conditions of the contract. Deliverable items rejected must be corrected in accordance with the applicable clauses. Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the government have been corrected. The contractor shall provide delivery of electronic copies of each deliverable. Electronic copies must be delivered via email attachment or other media by mutual agreement of the parties. The electronic copies must be compatible with software applications used in the USA.gov environment or as appropriate and mutually agreed by the parties. The contractor shall use best commercial practice for formatting deliverables under this contract.

14.3.1 If the draft deliverable is adequate, the government may accept the drafts and provide comments for incorporation into the final version.

14.3.2 All of the government's comments to deliverables must either be incorporated in the succeeding version or the contractor shall demonstrate to the government's satisfaction why such comments should not be incorporated.

14.3.3 If the government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this task order, the document may be immediately rejected without further review and returned to the contractor for correction and re-submission. IF the contractor requires additional government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the COR.

14.4 Deliverables

14.4.1 The government will provide written acceptance, comments, and/or change requests, if any, within fifteen (15) working days from receipt by the government of the initial deliverable.

14.4.2 Upon receipt of the government comments, the contractor shall have fifteen working days to incorporate the government's comments and or change requests and to resubmit the deliverable in its final form.

14.4.3 Written Acceptance/Rejection by the Government
The government will provide written notification of acceptance or rejection of all final deliverables within 30 days. Absent written notification, final deliverables will be construed as accepted. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

14.4.4 Non-Conforming Products or Services

Non-conforming products or services will be rejected. Deficiencies will be corrected within 30 days of the rejection notice. If the deficiencies cannot be corrected within 30 days, the contractor shall immediately notify the COR of the reason for the delay and provide a proposed corrective plan within 10 working days.

14.5 All Material Property of U.S. Government

All materials developed under this task order are property of the U.S. Government. Under no circumstances shall the contractor place a copyright on any of the materials that the contractor develops, provides and receives payment for under task order.

14.6 Data Rights and Ownership of Deliverables

Government data rights of software deliverables shall be in accordance with FAR 52.227-19 Commercial Computer Software License and/or FAR 52.227-14 Rights in Data - General. Ownership of data entered into any and all systems, system documentation, all deliverables produced in the performance of this contract, and other related system information shall reside with the government.

The contractor shall place the following copyright notice on all materials, documents, deliverables, etc. developed during performance of this contract. COPYRIGHT NOTICE: This work, authored by [contractor name] employees, was funded in whole or in part by federal funds under U.S. Government contract [number] and is, therefore, subject to the following license: The government is granted for itself and others acting on its behalf a paid-up, nonexclusive, irrevocable, worldwide license in this work to use, reproduce, modify, prepare derivative works, disclose, distribute copies to the public, and perform publicly and display publicly, by or on behalf of the government. All other rights are reserved by the copyright owner.

For purposes of clarity, the intent of the government is for intellectual property to be vested in the Federal Government for work paid for by the Federal Government. All documents, graphics, and code created under this contract are the intellectual property of the Federal Government including, but not limited to, plans, reports, schedules, software code, software designs, graphics, etc. In the event that the Federal Government implements under this contract open-source software and pays for the cost of the implementation of open-source software, the final changes and edits to the code and configuration (such as work to integrate plug-ins) are the intellectual property of the Federal Government.

14.7 Place of Performance

Activities necessary to complete the work defined under this task order shall be performed at the government's facilities located at GSA Central Office, 1800 F Streets, NW Washington, DC 20405, and unless otherwise specified and agreed upon by the Project Manager and Contracting Officer.

14.8 Hours of Work

Contractor personnel shall be available if needed during customer agency normal core operating hours, normally 8:00 a.m. to 5:00 p.m. Eastern Time. Core hours may be adjusted with the approval of the project manager and government Contracting Officer.

14.9 Personal Services

This task order is not being used to procure personal services prohibited by the Federal Acquisition Regulations (FAR) Par 37.104 (Personal services contracts).

14.10 Privacy Act

Work on this project may require personnel to have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

14.11 Sensitive Information Storage

Sensitive But Unclassified (SBU) information, data, and/or equipment shall only be disclosed to authorized personnel on a Need-To-Know basis. The contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to government control; destroyed; or held until otherwise directed. Destruction of items shall be accomplished by tearing into small parts; burning; shredding or any other method that precludes the reconstruction of the material. All sensitive information contained on contractor computers shall be either degaussed or shall use the Department of Defense method of a three time overwrite of the sensitive data.

14.12 Protection of Information

The contractor shall be responsible for properly protecting all information used, gathered, disclosed, or developed as a result of work under this contract. The contractor shall also protect all government data by treating information as sensitive. All information gathered or created under this contract shall be considered as Sensitive but Unclassified (SBU) information. If contractor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of this data is subject to the Privacy Act and shall be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

14.13 Confidentiality and Nondisclosure

The preliminary and final deliverables and all associated working papers and other material deemed relevant by the agency that have been generated by the contractor in the performance of this project, are the property of the U.S. Government and must be submitted to the Project Manager at the conclusion of the task order.

All documents produced for this project are the property of the U.S. Government and cannot be reproduced, distributed, or retained by the contractor without express permission of the government. All appropriate project documentation shall be given to the agency during and at the end of this contract. The contractor shall not release any information without the written consent of the Program Manager.

Personnel working on any of the described tasks shall be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of government information and documents.

14.14 Organizational Conflicts of Interest

It is recognized by the parties that, in the course of the contractor's activities, its personnel may require access to or be given custody of certain information (whether in its original or derived form) submitted to the government on a confidential basis (such as other government contractors' business practices, designs, mission or operation concepts, sketches, management policies, cost and operating expenses, technical data and similar information) during the performance of the contract. The contractor agrees that its employees with access shall use and examine this information exclusively in performance of the work required under this contract and for no other purpose whatsoever. The contractor agrees to provide training to all personnel who shall have access to or custody of the information as to the nature of the confidential relationship under which the government received such information, and to stress that the information must not be disclosed to any other party or to contractor personnel who do not have a need to know the contents thereof for the performance of this contract. All personnel shall also be informed that they must not engage in any other action, venture or employment wherein this information could be used for the profit or interest of any party.

Contractor personnel shall be required to sign a non-disclosure agreement prepared by the government prior to their receipt of any company proprietary or sensitive source selection data. In cases where contractor personnel receive company proprietary data directly from a company, in the course of performing this delivery order, the contractor, the contractor's on-site personnel, and the company providing the data should enter into an agreement prohibiting the unauthorized use of the information for as long as the information remains proprietary. The Contracting Officer should be furnished copies of these non-disclosure agreements, prior to the Contractor's review of the company's proprietary data.

The contractor's attention is directed to Federal Acquisition Regulation (FAR) Subpart 9.5, Organizational and Consultant Conflicts of Interest.

14.15 General Compliance Requirements

The GSA information systems are the property of the government. The contractor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, or data without the knowledge and written approval of the Project Manager.

15.0 POINTS OF CONTACT

Contracting Officer

Mr. Clark Johnson
Contracting Officer
GSA Internal Acquisitions Division
1800 F Street, NW
Washington D.C. 20405
(E-mail) Clark.Johnson@gsa.gov

Contracting Officer's Representative (COR)

Ammie Farraj Feijoo
USASearch Program Manager
Office of Citizen Services and Innovative Technologies
(Voice) 202-219-1437
(Email) ammie.farrajfeijoo@gsa.gov

16.0 REFERENCES

Security Considerations
All GSA contractors must comply with the GSA policies below (these documents are all referenced within the GSA IT Security Policy).

- GSA Information Technology (IT) Security Policy, CIO P 2100.1H.
- GSA Order CIO P 2181.1 "GSA HSPD-12 Personal Identity Verification and Credentialing Handbook", dated October 20, 2008.
- GSA Order CIO 2104.1A, "GSA Information Technology (IT) General Rules of Behavior", dated June 5, 2012.
- GSA Order CPO 1878.1, "GSA Privacy Act Program", dated October 27, 2003.
- GSA IT Security Procedural Guide 04-26, "FISMA Implementation Revision 5 – 5/27/2009."
- GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk Revision 7 – 05/31/2011."
- ADM 7800.11a - Personal Use of Agency Office Equipment, October 16, 2008
- CIO 2100.3B - IT Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities August 13, 2012
- CIO-IT Security 09-48 Revision 1 – 11/06/2009, "Security Language for IT Acquisition Efforts"
- GSA CIO IL-12-02 Continuous Monitoring and Ongoing Authorizations - 11-01-2012
- GSA Privacy Act Program CPO 1878
- Home User's Guide (CIO IT Security 04-24) - Rev. 2 - 9/18/2009
- Identification and Authentication (IA) (CIO IT Security 01-01) – 6/22/2010, Rev. 3
- Incident Response (IR) - (CIO IT Security 01-02) Rev. 8 - 7/06/2010

Contractors are also required to comply with Federal Information Processing Standards (FIPS), the "Special Publications 800 series" guidelines published by NIST, and the requirements of FISMA.

17.0 OPTION TO EXTEND SERVICES

The government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the contractor within 7 days of contract expiration.

18.0 GOVERNMENT FURNISHED PROPERTY

FAR 52.245-1 (Government Property) is applicable to this SOW.